

Part Two: W-2 and Related Programs Plan

Section Two: Program Plan

Subsection C: Milwaukee Job Development and Placement Agency Response Items

2.C.1 Connect Individuals to Work and Careers

2.C.1.1 Up-front Job Search

Summary:

The JDPA will assume the lead role in providing up-front job search activities including individual and group job search, job readiness/motivational activities, job seeker skills training and job survival/retention techniques.

For additional information, Proposers should refer to Administrator's Memos 04-16, *Policy Priorities and Strategies for Achieving W-2 Employment Goals* and 04-19, *W-2 Up-front Workforce Attachment Process*, Chapter 5 of the W-2 Manual, and Part One, Section Two of the RFP.

Response Items:

- a) Describe how job seekers' career and educational assessments and local labor market information will be used to develop Employability Plans (EP) and connect individuals with employment services that will lead to unsubsidized employment.
- b) Describe up-front workforce attachment activities including job search and workshops that will be offered, when they will be offered and the setting in which they will be provided.
- c) What staff, within your agency or within the broader workforce development/job center system, will perform the up-front workforce attachment activities and what experience and training qualifies them to perform this function.

2.C.1.2 Improve Connections to Employers

Summary:

In order to successfully connect W-2 job seekers to the workforce, the JDPA must develop ongoing relationships with employers and:

- Have knowledge of local high-growth industries and how career paths can be linked with those industries;
- Determine which employers within an industry are best equipped to work with the W-2/FSET population;
- Have capacity to understand changing trends within industries and occupations and engage with employers in regard to their needs;

- Have ability to determine what skill-sets local industries need for their entry-level workers that can be applied to CSJ work experience and skills training models.

For additional information, Proposers should refer to Administrator's Memos 04-16, *Policy Priorities and Strategies for Achieving W-2 Employment Goals* and 04-19, *W-2 Up-front Workforce Attachment Process*, and Part One, Section Two of the RFP.

Response Items:

- a) Explain what information the JDPA will gather about the job seeker in order to solicit job openings, market job seekers to employers and arrange job interviews.
- b) Explain your agency's process for gathering information and maintaining knowledge about local business trends.
- c) Explain how your agency will make and maintain contacts with employers in a wide variety of industries. Also include how you will connect with targeted industry initiatives identified by the WDB and other Job Center Partners.
- d) Explain how you will engage employers to develop sector-based career paths for job seekers. Include how you will connect with local economic initiatives, such as the Wisconsin Regional Training Partnership's Construction Center of Excellence and Initiative for a Competitive Milwaukee, as a means to developing job opportunities.
- e) Describe what staff, within your agency or within the broader workforce development/job center system, will conduct the job development functions and what experience and training qualifies them to perform these functions.

2.C.1.3 Managing Community Service Jobs and Trial Jobs

Summary:

The JDPA is responsible for managing CSJ work experience and occupational skills training sites and Trial Jobs that are tailored to local labor market conditions and prepare individuals for jobs that are part of a career advancement continuum.

For additional information about management of CSJ work experience sites, Proposers should refer to Administrator's Memos 04-16, *Policy Priorities and Strategies for Achieving W-2 Employment Goals* and 04-20, *Strategic Focus in Community Service Jobs*, and Part One, Section Two of the RFP. In addition, for policy information about CSJs and Trials Jobs, Proposers may refer to Chapter 7 of the W-2 Manual.

Response Items:

- a) Describe your agency's plan for outreach, recruitment and selection of public sector, private sector, for-profit and not-for-profit employers, or community based organizations for CSJ worksites.

- b) Describe your strategy for developing a variety of CSJ worksites that differ by job seekers' employability objectives, training duration and mix of activities.
- c) Describe how the job seeker's career planning and assessment information will be used to connect them with CSJs, including prorated CSJs, that correspond with their career interests and build on their existing skills and aptitudes. Also include specific measures your agency will employ to use each participant's CSJ placement to support an intensive job search and placement strategy in a particular skill or occupational area.
- d) Describe your agency's plan for outreach, recruitment and development of short-term subsidized job placements through Trial Jobs, WIA-sponsored OJTs or other funding sources.
- e) Describe how your agency will monitor the participation and progress of each job seeker.
- f) Describe how your agency will ensure that each job seeker engages in appropriate activities for as close as possible to 40 hours per week, remains in the CSJ/subsidized job placement no longer than necessary to meet employability goals, and, while in the placement, receives contact-intensive case management and high-quality worksite supervision.

2.C.1.4 Customized Skills Training

Summary:

Customized skills training must be designed based on local industry specifications and aligned with known career pathways. Training programs must incorporate the best practices of training design including strong assessment, adult learning strategies and employer engagement.

For additional information about how customized skills training can be applied in W-2 policy, see Sections 8.2.1 and 8.2.2 of the W-2 Manual. Proposers may also refer to Part One, Section Two of the RFP.

Response Items:

- a) Describe your agency's capacity to develop new skills training curricula and broker connections with other workforce development entities to expand customized skills training opportunities for W-2/FSET job seekers.
- b) Describe how the job seeker's career planning and assessment information will be used to connect them with customized skills training that corresponds with their career interests and builds on their existing skills and aptitudes.
- c) Describe how you will determine what skill sets businesses need from their entry-level workers in order to design and expand training models.

- d) Describe how you will engage employers in the design and expansion of training to ensure that training graduates have acquired job-specific marketable skills.
- e) Describe the best practices that you will use in designing curricula to respond to adult learning styles.

2.C.2 Provide Employment Stabilization Services

Summary:

Employment stabilization means keeping recently employed W-2 participants connected to the workforce. The W-2 Contract Agency must provide an array of services that assist participants in retaining their current job or providing services to rapidly reattach them to the workforce if the job is lost. When retention issues arise on the job such as a conflict with a supervisor early intervention is critical to help stabilize an individual's employment.

For additional information, Proposers should refer to Administrator's Memos 04-16, *Policy Priorities and Strategies for Achieving W-2 Employment Goals* and 04-19, *W-2 Up-front Workforce Attachment Process*, Section 7.1 of the W-2 Manual, and Part One, Section Two of the RFP.

Response Items:

- a) Describe the services and intervention strategies that will be used with newly hired individuals and their employers to promote job retention.
- b) When job loss occurs unexpectedly, what practices will be employed to rapidly reattach the individual to a job.

2.C.3 Integration of Services

Summary:

W-2 and Related Programs must be fully integrated into a Job Center system. In addition to integration into the Job Center system, W-2 Contract Agencies must establish and maintain effective relationships with other workforce system programs and other service providers serving families in common. Integration of services across programs and providers will ensure customized case management services to families in common, reduce duplication of effort across agency roles, and result in better and more rapid employment attachment.

Include in your response your agency's plan and timeline for collaborating with all identified service providers throughout the contract period.

For additional information, Proposers should refer to Sections 2.10, 2.11 and 2.12 of About the RFP.

Response Items:

2.C.3.1 Service Integration with the Public Workforce System

- a) Describe how your agency will collaborate with the following entities in order to maximize job placement opportunities:
 - other Job Center partner programs (WIA, Job Service and DVR);

- adult job training administered by the technical colleges;
 - adult literacy providers;
 - the local Job Center employer relations team;
 - other local and regional business associations, community based organizations and economic development programs; and
 - any other employment and training providers in the public workforce system, e.g., Refugee Employment and Training.
- b) Describe your strategy for increasing co-enrollment of W-2 job seekers with the WIA program as a means of maximizing program resources.
- c) Describe how you will involve the WDB in the process of planning, implementation and operation of the program prior to and during the contract period. In addition to providing a response to this item, Form 12 of this RFP must also be included with the proposal.

2.C.4 FoodShare Employment and Training

Summary:

The JDPA must operate the FSET program. The JDPA must provide services that will enable Able-Bodied Adults Without Dependents (ABAWD) and non-ABAWD FSET participants to meet all federal and state requirements for maintaining their eligibility for food stamps.

Response Items:

- a) Describe the program services your agency plans to provide FSET participants.
- b) Describe how your agency will coordinate and monitor FSET disenrollment, sanction processes and ABAWD strikes with the CMA.

2.C.5 Quality Assurance/Improvement Monitoring

Summary:

All W-2 Contract Agencies must implement an internal monitoring system to assure oversight of the agency's performance of W-2 and Related Programs, including systematic identification and implementation of improvements needed, regular reviews of Performance Standards outcomes and contract compliance, and timely notification to the DWD Contract Manager of performance problems.

Response Items:

- a) Describe your agency's plan for monitoring the following areas:
- 1) W-2 and Related Programs Contract compliance, including DWD W-2 Program Policies and Procedures;
 - 2) W-2 and Related Programs Plan;
 - 3) Performance Standards;

- 4) W-2 Program Focus (as stated in Part One, Section 1.2 About the RFP); and
 - 5) Participant case files (to ensure adequate documentation).
- b) For each of the above five (5) key areas, respond to the following as they relate to your plan:
- Frequency of reviews;
 - Staff position titles that lead and/or participate in reviews and their roles;
 - Tools utilized;
 - Measures utilized to gauge success, including those beyond the Department's requirements;
 - Process used in the event that improvements or required action are identified by the agency, providing timely notification to the DWD Contract Manager; and
 - Process used in the event that a need for corrective action is identified by the Department.
- c) Describe your agency's plan to use information from the quality assurance/improvement monitoring process described above, DWD monitoring, and other sources such as customer feedback, complaints, Fact Finding process, etc. to assess agency performance and make improvements.
- d) Describe your agency's plan to ensure that changes made to improve program delivery are effective. In addition, explain how your agency will provide this information to the Department.

2.C.6 W-2 Program Guarantees

Summary:

The W-2 and Related Programs Contract must be administered in accordance with all applicable laws, codes, policies and procedures. All Proposers must complete Form 11, *W-2 Program Guarantees*, found in this RFP. By completing the form, you are agreeing that you will comply with all applicable laws, codes, policies and procedures of which you receive notice, including, but not limited to, those found in the following documents:

Wisconsin Statutes	Administrator's Memos
Wisconsin Administrative Code	Income Maintenance Manual (IMM)
W-2 Manual	Child Care Manual
CARES Guide	Other written departmental guidance
Operations Memos	

In addition, W-2 Contract Agencies must have written procedures available for review by the Department upon request.

Response Items:

Proposers must complete and sign Form 11, *W-2 Program Guarantees* found in this RFP.

2.C.7 Projected Outcomes**Summary:**

A rapid workforce attachment focus which includes short term, employer driven, customized training will enable the W-2 Contract Agency to maximize available resources and move individuals into work more quickly. The W-2 Contract Agency must closely monitor their W-2 and Related Programs plan to ensure the plan results in positive outcomes for W-2 applicants and participants.

Response Items:

W-2 Contract Agencies selected for the next contract period will be required to complete a Projected Outcomes plan for the first 24-month period of the contract and submit the plan to their Contract Manager within 90 days of the Letter of Intent to Award the Contract. A form similar to the sample below will be provided.

	2006											
	Jan	Feb	Mar	April	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Entered Employments												
Average Wage at Placement												
Individuals Remaining Employed over Six Months												
Individuals Obtaining Employment within 30 days of Completing Job Skills Training												

	2007											
	Jan	Feb	Mar	April	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Entered Employments												
Average Wage at Placement												
Individuals Remaining Employed over Six Months												
Individuals Obtaining Employment within 30 days of Completing Job Skills Training												